

Terms and Conditions of Use of Express Platinum Services, Dublin Airport

This document sets out the terms and conditions of use for Express Platinum Services at Dublin Airport which is provided by daa plc, ("daa"). "We", "our" and "us" are references to daa. "You", "your" "passenger" and "user" are references to any person who uses Express Platinum Services and/or any person who makes a booking with Express Platinum Services for and on behalf of any person, as the context requires.

All persons who make a booking for Express Platinum Services (whether for themselves or on behalf of somebody else) and/or use Express Platinum Services are deemed to accept these terms and conditions.

Our Service

This service enables passengers to proceed through Dublin Airport (including through Airport Security and Immigration) within a guaranteed timeframe. Passengers will be escorted by Platinum Services staff to their boarding gate (if departing from Dublin Airport) or to the reception at Platinum Services (if arriving at Dublin Airport). Passengers landing at Dublin Airport will be greeted at the applicable air-bridge or at the steps of the aircraft by a member of the Platinum Services team, who will hold a name card. We cannot provide the Express Service to arriving passengers who have checked-in luggage. Private vehicle transfers will be used where applicable and departing passengers will have access to a private security screening lane.

The service does not include use of any facilities that are provided at the Platinum Service Area, which includes but is not limited to use of suites, meeting rooms, refreshments and/or shower facilities.

Our Guarantee

Passengers Departing from Dublin Airport – it will take no longer than 15 minutes between the time that you arrive at the reception of Platinum Services and the time that you arrive at the boarding gate scheduled for your flight. If your boarding gate is not known at the time you arrive at the reception, we will host you in our Platinum Services Area until the boarding gate is known.

Passengers Arriving at Dublin Airport – it will take no longer than 15 minutes between the time that you exit your aircraft at Dublin Airport or exit the applicable air-bridge and the time that you arrive at the reception of Platinum Services.

Your End of the Bargain

Passengers Departing from Dublin Airport

- You must arrive at the reception of Platinum Services 40 minutes prior to your flight departure time
- You must arrive at the reception having previously checked in for your flight and with cabin baggage only (please note it is not possible for us to check in any luggage for you and if you wish to check in luggage you should do this prior to arriving at reception)

Passengers Arriving at Dublin Airport

- You must only have cabin baggage with you.

All Passengers using the Express Service

- We can only facilitate a maximum of 3 passengers per booking
- You must have a valid passport and any necessary immigration documentation
- You must at all times comply with any direction or instruction given by any daa officers, personnel or other security personnel and all applicable security, customs and immigration regulations
- You must conduct yourself in an appropriate manner and must not approach any other users, disclose the presence of such users to any third party and/or take photos or recordings of other users. We reserve the right, in our sole discretion, to remove any individuals/users from the Platinum Services areas in the event of inappropriate conduct – no refunds will be given in this respect.

How to Make a Booking

Passengers must have a flight reservation before making an Express Platinum Services booking. You may make a booking by calling our telephone booking and enquiry line on +35(0)1 814 4895; emailing platinumservices@dublinairport.com; using an agent/reseller; using our online booking portal service (please see below).

We operate a secure online booking service which enables users to:

- view these terms and conditions;
- make a booking for Express Platinum Services online;
- make payment online by credit or debit card.

Where a booking is made by a person other than the travelling passenger, that person shall procure that each passenger using Express Platinum Services is aware of and accepts these terms and conditions (including those relating to the provision of personal and travel information). Where a booking is made on behalf of any passenger(s), the person making the booking warrants that he/she has the permission of each passenger to pass on his/her personal information. In the case of passengers who are 16 years or under, the consent of his/her parent/guardian is required prior to any personal data being provided and the person making the booking confirms that he/she has received such consent.

Bord Stiúrthóirí daa | daa Board of Directors: Pádraig Ó Riordáin [Cathaoirleach/Chairman], Niall Greene, Patricia King, Colm McCarthy, Des Mullally, Barry Nevin, Eric Nolan, Paul Schütz [Gearmánach/German], Denis Smyth, Gerry Walsh, Dalton Philips [Príomhfheidhmeannach/Chief Executive].

Oifig Chláraithe Aerfort Bhaile Átha Cliath, Co. Bhaile Átha Cliath Uimhir Chláraithe 9401, Éire. Is ainm gnó cláraithe de chuid daa plc atá in Aerfort Bhaile Átha Cliath. **Registered No. 9401, Ireland. Registered Office** Dublin Airport, Co. Dublin. Dublin Airport is a registered business name of daa plc.

Providing incomplete or inaccurate data/information may result in a booking being refused or later cancelled by us. If any information supplied at the time of booking is incorrect we reserve the right to refuse to provide the Express Platinum Services.

Passport information for each travelling passenger will be required at the time of booking.

The passport information provided at the time of the booking must be the passport that the travelling passenger will travel on.

Platinum Services Account

When using the online booking service, you will be offered the opportunity to create a Platinum Services Account. The Platinum Services Account stores historical data relating to your previous bookings thus making it easier for you to make future bookings. This historical data includes details of previous bookings, including personal information on the passengers booked. The Platinum Services Account also gives you the opportunity to register one or more credit cards to make payments. Please note, credit card details are never stored in the system, instead a unique, encrypted token linked to the card is stored which allows a secure payment to be processed between Platinum Services and our payment services provider.

Your Booking Details and how this Information is Used

We will gather and store certain personal information relating to (a) each passenger who is booked to use the service and (b) the person who makes the booking (whether or not he/she is actually going to use the service). This personal information can include names, addresses, gender, nationality, date of birth, telephone numbers, email addresses, passport or Government Issued ID card details, flight/land travel details and if you choose to book car parking services we will also require your vehicle registration details .

The information will be used by us:

- to provide the express service to you;
- to fulfil and satisfy all relevant security, immigration, customs, operational and border control requirements – this can include passing on and sharing any such information to government authorities (including customs and immigration) for border control and aviation security purposes;
- to enable daa carry out statistical and marketing analysis and to feed such data to our business intelligence data warehouse ;
- to contact you to offer you products and services that we think might be of interest to you; and
- for administrative, financial reporting, auditing and legal purposes.

The information will be retained for a six year period in accordance with appropriate legislation and our privacy policy, such six year period beginning on the actual date that you

use the service. Our privacy policy can be accessed on <https://www.dublinairport.com/terms-conditions>

Bookings Made on Behalf of Passengers

Where a booking is made by a person other than the travelling passenger, that person shall procure that each passenger using Platinum Services is aware of and accepts these terms and conditions (including those relating to the provision of personal and travel information). The person making the booking warrants that he/she has the permission of each passenger to use the personal information taken by us to process the booking.

If making a booking for a passenger under the age of sixteen, the person making the booking warrants that he/she has the explicit consent of such underage passenger's parent or guardian for us to obtain and use the passenger's personal information.

Cancellation

Express Platinum Service is exempted from the cancellation rights under the European Union (consumer information, cancellation and other rights) Regulations 2013 by virtue of Regulation 13 (1) (n) and (o). Once a booking is placed with us, there is no automatic right of cancellation.

Notwithstanding the above, a full refund will be given for any cancellations made at least 48 hours in advance of the time the service was scheduled to be provided. A 50% refund will be given for cancellations that are made less than 48 hours but more than 24 hours in advance of the time the service was scheduled to be provided. Please note that cancellation includes decreasing the number of passengers on the booking. No refunds will be made in respect of any "no shows" or cancellations made with less than 24 hours' notice. All refunds will be made to the original card or payment method on which the initial payment was made.

You can make cancellations by calling our telephone booking and enquiry line on +35(0)1 814 4895; emailing platinumservices@dublinairport.com; using an agent/reseller; and/or using our online booking portal service.

We reserve the right to cancel bookings for any reason including, without limitation, operational, safety, capacity or security requirements. A full refund will be provided on the rare occasion when we cancel a booking.

Express Platinum Services Prices

Prices advertised on the website or in any quotation may be changed or withdrawn by us at any time. Unless an account is held with us or payment has already been taken by one of our booking agents or resellers, payment will be taken in full at the time of booking at the agreed rate plus any applicable VAT or taxes. Payment by cash/cheque is not accepted.

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Passengers (or those making bookings on their behalf) may from time to time be offered the opportunity to make an advance purchase of multiple uses of the Express Platinum Services at a discounted rate. Such purchase does not guarantee availability of Express Platinum Services and the process set out in these terms and conditions must be followed to confirm a booking. Where an advance purchase is made, bookings must be made within 12 months failing which any unused credit from the advance purchase will be forfeited and non-refundable.

Unaccompanied Minors

Minors are all persons who are under the age of sixteen. We can facilitate unaccompanied minors passing through the private security lanes and boarding an aircraft once we have received a suitable letter from the minor's parent/guardian.

Your Attention is Particularly Drawn to the Below Conditions

Every airline operates its service using its own terms and conditions. Passengers must comply with their chosen airline terms and conditions at all times. Passengers are solely responsible for monitoring their chosen airline schedules and any potential changes to flight times and are responsible for ensuring they meet the appropriate passport, visa and health requirements. We accept no responsibility in the event that a passenger's airline prohibits him/her from travelling for any reason howsoever arising or in the event that a passenger incurs loss/damage due to a flight delay and/or cancellation. We will not intervene in any dispute between passengers and an airline.

Our total aggregate liability to you whether in contract, tort (including negligence), breach of statutory duty, misrepresentation, restitution or otherwise arising in connection with the provision of Express Platinum Services is limited to twice the value of your booking. Notwithstanding the previous sentence, nothing in these terms and conditions limits or excludes either of our liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; and/or
- any other liability which cannot be limited or excluded as a matter of law.

We accept no liability for any losses, delays or disruptions incurred by you as a result of incorrect information being supplied to daa and/or as a result of any third parties' acts or omissions including acts/omissions of airlines, security and border control authorities and ground handlers. We are not liable to passengers for any loss of profits, loss of revenue or indirect or consequential loss.

There are some car parking spaces directly outside of the Platinum Services Reception. An hourly and/or daily rate is applied for these spaces. You should notify us in advance should you wish to use these spaces as they are available on a first come first served basis. Cars

are left/parked at owners' risk and we accept no liability in respect of any cars parked in these spaces.

Express Platinum Services are offered at all times subject to availability.

Any complaints regarding Express Platinum Services should be addressed in writing to Platinum Services Business Services Manager, Platinum Services, Arrivals Road, Terminal 1, Dublin Airport.

These Terms and Conditions are subject to Irish law and any dispute shall be subject to the non-exclusive jurisdiction of the Irish courts. Nothing in these Terms and Conditions affects passenger's statutory rights. We reserve the right to amend these Terms and Conditions at any time. Passengers are advised to visit <https://www.dublinairport.com/terms-conditions> regularly to check for updates.

Exclusions

We cannot provide Express Platinum Services to any persons who are travelling directly to the USA from Dublin Airport.